**IT Applications, Unit 4**

**Ch Developing a solution using spreadsheet software, p 213-**

Case Study: Point Pleasant Social Service Program – organisational outline and current practice

**Creating a solution using a spreadsheet:**

1. List some things to consider when creating the spread sheet.

You will need to create a data entry sheet for raw data to be entered and validated in, create professional reports by minimising the amount of clutter around the report, have charts that clearly show visual data that is required, validate formulas with sets of test data, and create a prototype for a third party to impartially test the solution.

1. What is the process for illustrating to clients that their needs have been met?

At the end of development, collection of annotated screen dumps can be used to demonstrate that the client’s needs have been met.

**Testing the solution**

1. List the typical spreadsheet features to test.

The features of a spread sheet which require testing are the calculations, validation, macros, charts and sorting of data.

1. When should the test data been generated?

The test data should be generated in the test planning which occurs during the design stage.

1. What is user acceptance testing?

User acceptance testing is making sure the solution has the approval of the user and that they can easily find the information they require from the output.

1. How is this testing carried out?

It is carried out by having a questionnaire ask the user to follow a series of steps, such as editing data etc. The user would then give feedback on how easy it was to follow the instructions. They would also be asked questions based on their interpretation of the output data.

**User documentation**

1. What does the documentation process involve?

User documentation involves creating instructions for users to work with the solution. The process establishes procedures that allow the system to run efficiently.

1. How is user documentation now created?

User documentation was originally printed, but is now commonly created for onscreen use.

**Evaluating a spreadsheet solution**

1. What is the purpose of evaluation?

The purpose of evaluation is to ensure that the solution meets the needs of the user in that it solves the problems with the current system.

1. The evaluation strategy is broken down into 2 activities. What are these 2 activities?

Creating an evaluation strategy is the first activity, which would include specifying a timeline of when the evaluation will take place, a list of data to be collected and how the data relate to the evaluation criteria. Secondly, Reports need to be created on the extent to which the solution meets the requirements of the user.

1. List the steps undertaken in the process to report on the extent to which the solution meets the requirements of the user/client.

Specify the focus of the evaluation, establish why the evaluation is taking place, identify who should receive the resulting data, establish the key questions to be asked to the main stakeholders and how the answers should be collected and analysed (these should be presented in the form of an interview or survey) and finally determine how the results of the evaluation will affect the solution – should changes be made?